

JOB DESCRIPTION

Job Title: Patient Services Navigator
Accountable to: Patient Services Manager
Key Relationships: Site Supervisors and Patient Services Coordinator

Job Summary:

- To work in our telephone hub dealing with a high volume of incoming calls and to work on our busy reception desk.
- To assist patients, carers and other organisations with making appointments, accessing care and directing them to the appropriate service or healthcare professional in a courteous efficient and effective way.
- Provide general assistance to the Practice team and project a positive and friendly image to patients and other visitors, either in person or via the telephone. To provide efficient, helpful, informative and supportive reception and administration services to patients and members of the primary health care team.

Key Duties/Responsibilities

- Ensure an effective and efficient telephone answering and reception service is provided to patients and any other visitors to the Practice.
- To have a thorough knowledge of practice procedures.
- To work in accordance with written protocols and procedures.
- Working within your team to ensure that telephone calls are answered within set targets.
- Deal with all general enquiries, explain procedures and make new and follow-up appointments.
- Explain Practice arrangements and formal requirements to new patients and those seeking temporary cover and ensure procedures are completed.
- Receive and make telephone calls as required. Divert calls and take messages, ensuring accuracy of detail and prompt appropriate delivery.
- Take requests for home visits and follow written protocols.
- Action repeat prescription requests and ensure that they are ready for collection by the patient within 48 hours, in line with Practice protocol.
- Take action on clinicians' requests for further information/patient contact information etc. (including computerised practice notes), ensuring completion of all associated paperwork.
- Advise patients of relevant charges for private (non-General Medical Services) services, accept payment and issue receipts for same.
- Enter patient information on to the electronic & paper record as required.
- Prepare and stock clinical rooms for surgeries, supply prescription forms and record numbers in use and ensure adequate supplies of consumables (including bottles, couch rolls, test request forms etc.)

Premises:

- Open up premises at the start of the day when first to arrive, de-activate alarm and make all necessary preparations to receive patients.

- When last to leave at the end of the day, ensure that the building is totally secured, internal lights are off and the alarm activated.
- Ensure that all new patients are registered onto the computer system promptly and accurately
- Make and serve refreshments for meetings, ensure the kitchen is kept clean and tidy and air and tidy the waiting room in turn with other staff.
- Covering colleagues' holiday and sick cover as required.
- Process incoming and outgoing mail according to practice protocols.
- Record actions taken in patient record where appropriate or in accordance with practice protocols.
- Complete other Daily/ Weekly and Monthly core tasks to support to smooth running of the reception area
- Any other administration duties as necessitated by the needs of the practice.

Confidentiality:

In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.

In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, Practice staff and other healthcare workers. They may also have access to information relating to the Practice as a business organisation. All such information from any source is to be regarded as strictly confidential.

Information relating to patients, carers, colleagues, other healthcare workers or the business of the Practice may only be divulged to authorised persons in accordance with the Practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Health & Safety:

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the Practice Health & Safety Policy, to include:

- Using personal security systems within the workplace according to Practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified
- Act as Chaperone when requested by clinician and in accordance with the Chaperone policy.

Equality and Diversity:

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with the Practice policies and procedures, and current legislation

- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

Personal/Professional Development:

The post-holder will participate in any training programme implemented by the Practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of their own personal and/or professional development
- Taking responsibility for their own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

Quality:

The post-holder will strive to maintain quality within the Practice, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients' needs
- Effectively manage own time, workload and resources

Communication:

The post-holder should recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognise people's needs for alternative methods of communication and respond accordingly

Contribution to the Implementation of Services:

The post-holder will:

- Apply Practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate

The job description and person specification are an outline of the main tasks, responsibilities and requirements of the role. The post holder will carry out any other duties as may reasonably be required by their line manager commensurate with the band of the post. The job description and person specification may be reviewed on an on-going basis in accordance with the changing needs of the LMP.



PRINT _____

DATE _____

SIGNED _____

EMPLOYEE

PRINT _____

DATE _____

SIGNED _____

MANAGER

This job description was developed by _____ on _____.

PERSON SPECIFICATION
POST TITLE: Patient Services Navigator

Please refer to this document carefully when completing your application form and preparing for your interview. You must demonstrate how you meet the criteria marked 'A' on your application form.

Factors	Description	Essential	Desirable
Qualifications	English GCSE (or equivalent) Level C or equivalent	✓	
Experience	Experience of dealing with the public/patients	✓	
	Experience of working in a healthcare call answering setting		✓
	Experience of EMIS Web clinical system		✓
	Experience of working in a busy office environment		✓
	Experience of Microsoft Office software		✓
Skills/Abilities	Good numeracy skills	✓	
	Good keyboard and computer skills	✓	
	Excellent communication skills	✓	
Personal	Possess a professional appearance and manner	✓	
	To have drive, enthusiasm and initiative	✓	
	Self-motivated	✓	
	Ability to work to targets & deadlines	✓	
	Flexible approach	✓	
	Positive thinker	✓	
	Able to work under pressure	✓	
	Car driver / owner*		✓

*Subject to the provisions of the Equality Act 2010